

**Mainiero, Phil**

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**From:** Lisa Pereira <lisap424@yahoo.com>  
**Sent:** Tuesday, March 15, 2016 1:39 PM  
**To:** tratestimony  
**Subject:** DMV Issues

I do **not** support this bill. I do not believe that outside contractors should be blessed to conduct work on the DMV's behalf.

Let's work on fixing the huge fail with "improving" the DMV's software system which has cost the taxpayers an unbelievable amount of money, grief, and wasted time. People are dealing with vehicles listed as unregistered which is false, people fighting with their town/city regarding inaccurate motor vehicle information, loooong wait times whether it be in person or on phone, etc.

How does a system get placed into production which obviously had to fail testing and validation? Go after the vendor.

At least Andres Ayala is no longer at the helm. Can't imagine who in their right mind would think he was qualified for this position.